

Navin Kumar Chaurasia, DGM(T)

From: PIU Pune [pune@nhai.org]
Sent: 16 October 2014 10:34
To: Navin Kumar Chaurasia, DGM(T); RO Mumbai; msrdc_pune@rediffmail.com; vilasdange69@gmail.com
Cc: Rai Rajesh, GM (CO)
Subject: RE: Khalapur Toll Plaza (Maharashtra) - Complaint

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Sirs,

With reference to trailing email, it is to intimate that the said toll plaza does not come under jurisdiction of NHAI, it pertains to MSRDC.

The complaint is being redirected to MSRDC, Pune for further necessary action please. This is for your information please.

National Highways Authority of India
S.No. 134/1, BAIF Bhawan,
Dr. Mani Bhai Desai Nagar,
Warje, Pune
Tele Phone : (020) 25231745 / 25231749

-----Original Message-----

From: Navin Kumar Chaurasia, DGM(T) [mailto:navinchaurasia@nhai.org]
Sent: Wed 10/15/2014 10:30 AM
To: RO Mumbai; PIU Pune
Cc: Rai Rajesh, GM (CO)
Subject: FW: Khalapur Toll Plaza (Maharashtra) - Complaint

Please find attached herewith a copy of complaint/grievance dated 10.10.2014 received from Shri Shiv Prasad Sharma for necessary action and giving a suitable reply to the complainant.

A copy of the reply must be sent to CO Division as the same is being monitored on regular basis.

With Regards,

N. K. Chaurasia,
DGM (CO),
NHAI, HQ,

From: Rai Rajesh, GM (CO)
Sent: 14 October 2014 15:41
To: Navin Kumar Chaurasia, DGM(T)
Subject: FW: Khalapur Toll Plaza (Maharashtra) - Complaint

From: Sharma Shiv Prasad GM (Env.)
Sent: 13 October 2014 09:55
To: RO Mumbai; Sharma Anil Kumar, GM (Maharashtra & Guj); Rai Rajesh, GM (CO)
Cc: Sharma Sanjeev, Manager(Tech.)
Subject: FW: Khalapur Toll Plaza (Maharashtra) - Complaint

Please see the trailing mail. Please examine the matter and do the needful. An appropriate reply may please be sent to the applicant under intimation to the Coordination Division.

Regards,

S.P.Sharma

GM(Env.), National Highways Authority of India,

G-5 & 6, Sector-10, Dwarka,

Delhi-110 075

Phone: 2507 4100/4200; Extn.- 1611

Mobile: 9013095010

email : spsharma@nhai.org, spsifs@gmail.com

From: "RaVi"..oN d VeRGe oF DeStrUcTioN [mailto:r4ravi4u@gmail.com]
Sent: Friday, October 10, 2014 4:32 PM
To: Sharma Shiv Prasad GM (Env.)
Subject: Khalapur Toll Plaza (Maharashtra) - Complaint

Dear Sir,

I am an Indian citizen residing in Jaipur, Rajasthan. This mail is in with reference to draw your attention towards the unauthorized toll that Khalapur Toll plaza is taking from visitors for just a U-turn to go to Lonavala side from Adlabs Imagica.
Let me narrate an incident for proper action verification :

19th sept 2014 : 1110 hours

Mumbai to Lonavala Expressway : Paid Rs. 117 @ Khalapur Toll plaza

Visited Adlabs Imagica till evening and left for Lonavala. No U-turn or cut in between hence reaches same Khalapur toll plaza to take a u-turn.

19th Sept 2014 : 1900 hours

Khalapur Toll Plaza : Again charged Rs. 98 to take a U-turn. Even receipt is not proper.

We told that we already paid to go to lonavala, then why are we getting charged. Also how can we go lonavala from adlabs other than this route ?

Issue is :

1. From adlabs to lonavala : No other route but to cross khalapur toll plaza again
2. Why khalapur toll plaza ia charging 2 times for same thing ?

I humbly request you to pls pay heed to the concern and take a strong action against this improper behaviour by khalapur toll plaza.

Looking forward for the response.

Enclosures :

Toll tax receipts as a proof